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### **BY HAND DELIVERY**

Marlene H. Dortch, Secretary Office of the Secretary Federal Communications Commission 445 12th Street, SW, Suite TW-A325 Washington, DC 20554 FILED/ACCEPTED FEB 2 0 2008

Federal Communications Commission Office of the Secretary

EB Docket No. 06-36 EB-06-TC-060

Re: CERTIFICATION OF CPNI COMPLIANCE FILING - FEBRUARY 20, 2008

Roanoke Telephone Company, Inc.

499 Filer ID # 808350

Roanoke Long Distance, Inc.

499 Filer ID # 808351

Dear Ms. Dortch:

On behalf of the telecommunications carriers listed above, John Staurulakis (JSI), their consultant is filing the <u>attached CPNI Certification</u> together with the statement of procedures for operational compliance with FCC's CPNI rules.

Sincerely,

Scott Duncan

JSI Staff Director-Regulatory Affairs

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sduncan@jsitel.com

Attachment

Copies: 4 additional copies to Secretary

2 copies to Telecommunications Consumers Division

Best Copy and Printing (BCPI)

Lording a mark 044

#### ROANOKE TELEPHONE COMPANY, INC.

# 950 Main Street, Roanoke AL 36274 Annual 47 C.F.R. § 64.2009(e) CPNI Certification EB Docket 06-36



FEB 2 0 7008

Annual 64.2009(e) CPNI Certification for 2007

Date signed: February 14, 2008

Names of Companies Covered by this Certification: 499 Filer ID

Roanoke Telephone Company, Inc. 808350

Roanoke Long Distance, Inc. 808351

Name of signatory: Lera Roark Title of signatory: Vice President

I, Lera Roark, certify that I am an officer of the companies named above (collectively and individually "Company"), and acting as an agent of the Company, that I have personal knowledge that the companies have established operating procedures that are adequate to ensure compliance with the CPNI rules of the Federal Communications Commission ("Commission"). See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the Company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The Company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) against data brokers in 2007 or related to 2007. The Company is not aware of any attempts by pretexters to access the CPNI of Company customers and thus has not had to take any actions against data brokers. The Company has taken steps to protect CPNI from unauthorized access and has described these steps in the accompanying statement.

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

I hereby certify that the statements contained within this certification and the accompanying statement are accurate, complete and in accordance with FCC rules.

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Attachment

#### ROANOKE TELEPHONE COMPANY, INC.

Roanoke Telephone Company, Inc. 499 Filer ID 808350 Roanoke Long Distance, Inc. 499 Filer ID 808351



950 Main Street, Roanoke AL 36274

# 2007 ANNUAL STATEMENT OF FCC CPNI RULE COMPLIANCE February 14, 2008

This statement serves to explain how Roanoke Telephone Company, Inc. and Roanoke Long Distance, Inc. (collectively and individually "Company"), are complying with Federal Communications Commission ("FCC") rules related to the privacy of customer information. The type of information for which customer privacy is protected by the FCC's rules is called "customer proprietary network information" ("CPNI"). The FCC's rules restricting telecommunication company use of CPNI are contained at Part 64, Subpart U of the FCC's rules (47 C.F.R. §§ 64.2000-2011).

All subsequent references to rule Sections refer to rules under Part 64. Subpart U unless indicated otherwise.

As of this date, the Company has not used nor plans to use CPNI for marketing. For marketing purposes, the Company uses customer billing name and address and/or telephone number without any disaggregation or refinement based on CPNI.

#### 1. Identification of CPNI

The Company has established procedures and trained employees having access to, or occasion to use customer data, to identify what customer information is CPNI consistent with the definition of CPNI under the Section 64.2003(g) and Section 222(f)(1) of the Communications Act of 1934 as amended (47 U.S.C. § 222(f)(1)).

#### 2. Identification of Services Affected by CPNI Rules

The Company has established procedures and trained employees to recognize the different types of telecommunications and non-telecommunications services that affect how the Company uses CPNI.

#### 3. Identification of Permissible Uses of CPNI without Customer Authorization

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI not requiring customer authorization under Section 64,2005.

#### 4. Identification of Uses of CPNI Requiring Customer Authorization

The Company has established procedures and trained employees having access to, or occasion to use CPNI, to identify uses of CPNI requiring customer authorization under Section 64.2007.

#### 5. Customer Notification and Authorization Process

The Company does not use CPNI for marketing and thus, at this time, and thus has not provided notice regarding Opt-Out. Prior to any planned use of CPNI for marketing, the Company will initiate the notification and Opt-Out process. The Company does not provide CPNI to other parties and thus has not used the opt-in approval process. The Company has trained employees regarding prohibitions on use of CPNI for marketing. Prior to initiation of any program for use of



CPNI for marketing, the Company will train employees with a need and/or responsibility for obtaining customer authorization to use CPNI for marketing purposes, regarding the notice and approval requirements under Section 64.2008.

## 6. Record of Customer CPNI Approval/Non-Approval

At such time as Company may initiate use of CPNI for marketing with corresponding launch of a notification and Opt-Out process, the Company will develop and utilize a system for maintaining readily accessible record of whether and how a customer has responded to Opt-Out approval as required by Section 64.2009(a).

### 7. Procedures Protecting Against Disclosure of CPNI

During 2007, the Company implemented procedures for compliance with new Section 64.2010 including, but not limited to the following:

Authentication of customers before disclosing CPNI on customer-initiated telephone contacts or business office visits.

The Company provides customers with on-line access to customer account information for which the Company has initiated procedures to control access in compliance with Section 64.20101(c) comprising authentification through a password established in compliance with Section 64.2010(e).

The Company has implemented password back-up authentication procedures in compliance with Section 64.2010(e).

The Company has implemented procedures to notify customers of account changes.

#### 8. Actions Taken Against Data Brokers

Pursuant to Section 64.2009, the Company makes the following explanation of any actions taken against data brokers and a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI:

Not applicable. No actions taken against data-brokers.

No customer complaints received.

#### 9. Disciplinary Process

The Company has in place an express disciplinary process to address any unauthorized use of CPNI where the circumstances indicate authorization is required under Section 64.2009(b).





# 10. Supervisory Review Process for Outbound Marketing

Before undertaking to use CPNI for outbound marketing purposes, the Company will establish a supervisory review process to ensure compliance with Section 64.2009(d) of the FCC's Part 64, Subpart U CPNI rules.

## 11. Procedures for Notifying Law Enforcement of CPNI Security Breaches

The Company has adopted procedures to comply with Section 64.2011 for notifying law enforcement of CPNI security breaches, together with related recordkeeping and deferred notification to customers.